

Job Description

Job Title:	Business Improvement and Performance Officer
Directorate	Finance and Resources
Service Area	Finance
Grade	Grade 9
Competency Level	Level 2
Salary	£49,764 - £54,916
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9895

Job Purpose

To provide strategic business management and corporate support to the Corporate Director and Directorate Leadership Team, enabling effective delivery of service objectives. This includes business planning, progress and performance monitoring, producing and distributing effective directorate communication, and supporting the co-ordination and completion of corporate tasks.

To support the Finance Improvement Director and Lead Officer in developing and delivering a strategic and coordinated approach to business change and continuous improvement that involves and empowers staff across the Directorate.

Directly Responsible For:

Directly: None

Indirectly: Management responsibility will be in the form of Directorate objectives and indirect management of staff relating to activities under the direction of this post.

Directly Responsible To:

Director of Finance Improvement

Main Areas of Responsibility:

- To provide facilitation support to the Corporate Director and Leadership Team in relation to corporate reporting, strategic business management and planning, strategic ICT, equalities, service redesign (alongside support from HR/OD) and value for money assessment of F&R services
- The ongoing management and monitoring of the Directorate governance and developmental systems, processes and associated work including HR,

finance, risk management, performance, audit, FOIs/SARs procurement and commissioning to support corporate objectives

- To be the Directorate lead on corporate/strategic groups where appropriate – such as finance, risk management, audit, performance, procurement and commissioning, business planning, HR
- To develop, promote and maintain a policy and performance framework which underpins the operational and strategic function of the Directorate and the corporate/strategic approach
- The robust monitoring and rigorous challenge of Directorate performance against any deliverables, timescales and targets (including sickness) that have been set out in parallel with the ongoing monitoring and management of risks, issues and dependencies
- The production of progress reports and presentations to the Corporate Director of Finance and Resources and Leadership Team on Directorate focussed projects and programmes
- The ongoing monitoring and management of overall Directorate budget options and savings targets including the strategic coordination of related management information and actions across the Directorate to ensure that savings targets are achieved, and any budget overspend, and underspend are well understood and controlled
- To support and advise Directors on the procurement of specialist advice and services across all areas of the Directorate to ensure that appropriate resources are in place to deliver the Directorate Business Plan and the City plan
- To provide vision and support to the Directorate Leadership Team through managing, organising and coordinating corporate activity including resources where applicable, utilising techniques, training and support to agreed standards and performance measures

- To provide advice on corporate policy changes or issues and monitor of service specific policies and procedures, including required reviews and refreshes
- To take a lead on Directorate business planning processes, ensuring alignment with the organisation's strategic priorities, including the Council Plan
- To provide effective communication/interaction across the Directorate and with external partners, agencies and key stakeholders where applicable e.g. Senior managers, officers, elected members, Community Groups, Voluntary Sector etc
- Regular progress and performance reporting in relation to the Directorate, as appropriate, for the leader of the Council, Elected Members/Cabinet, CMT and others as appropriate
- To ensure work undertaken is responsive to the needs of the Directorate and its customers
- To participate in all aspects of training and development of staff, including the maintenance of disciplinary standards, as directed
- To use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of business and service targets

Supervision and Management Responsibility:

There is no direct supervisory or line manager responsibility required for this role. Management responsibility will be in the form of Directorate objectives and indirect management of staff relating to activities under the direction of this post.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance, and support Directors in seeking savings and efficiencies by exploring opportunities across the Directorate

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position will involve sitting at a desk and using a computer screen for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level two

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent professional qualification in business management, public administration or relevant experience in a related field (A)
- Evidence of continuing professional development in relevant areas of expertise (A,I)

Desirable

- A recognised project management qualification and/or a track record of successful application of such management systems to real projects
- Business Management qualification/formal training

Experience

Essential

- Experience of managing demanding and competing business priorities in a rapidly changing environment (A,I)
- Experience of managing business change processes, including the identification and specification of systems required to underpin performance management (A,I)

- Excellent record of developing positive relationships and influencing stakeholders at all levels across a large organisation to deliver successful outcomes (A,I)
- Substantial experience of effective, and persuasive communications with individuals and groups to achieve shared objectives (A,I)

Desirable

- Experience of successfully delivering service improvement and transformation in a local authority or public sector context
- Resource and business planning experience
- Experience and a proven track record in programme management to deliver business outcomes and priorities
- Experience of supporting and motivating staff to deliver corporate objectives

Skills/Abilities

Essential

- Excellent written and verbal communication skills including the ability to clearly summarise or synthesise complex or lengthy documentation (A,I)
- Ability to set objectives, plan and manage the use of time and resources and deliver corporate activity/projects within tight deadlines (A,I)
- Ability to adopt a flexible, innovative and creative approach to managing competing and complex objectives (A,I)
- Ability to operate confidently and effectively across the organisational hierarchy in order to command and co-ordinate resources and influence collaborative working (A,I)

Desirable

- Ability to react positively to problems and develop innovative solutions
- Excellent presentational skills demonstrated in a complex business environment
- High level of digital literacy and ability to use data to inform decisions and reporting
- Able to accept and manage changes to circumstances and priorities, working collaboratively across boundaries and achieves results through motivating and leading others
- Excellent interpersonal skills

Commitment

Essential

- Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council